

## **CLASS TITLE: INFORMATION TECHNOLOGY PROJECT MANAGER (DOA)**

**Class Code: 02796900**

**Pay Grade: 43A**

**EO Code: A**

### **CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** In the Department of Administration, to be responsible for technical and managerial support for by serving as project manager for mid scale intra-agency and/or inter-agency information technology projects to ensure alignment and benefit realization, including all stages of the project management life cycle including conceptualization and determination of business needs; assembling and directing the project team; vendor selection and management; system design, configuration, and development, testing, and implementation; developing the work plan schedule; allocating resources; change control management; ensuring overall project success; plan, monitor, control and deliver projects, to a close; manage projects to an acceptable level of risk by managing scope, time, cost and completion; to be ultimately responsible for the successful delivery of the project(s) as defined by ensuring the project(s) is delivered on time, on budget, and to the satisfaction of the customer (i.e., project sponsor); and to do related work as required.

**SUPERVISION RECEIVED:** Works under the general direction of a superior and/or project sponsor with latitude for the exercise of initiative and independent professional judgment; work is reviewed through consultations and written reports for conformance to established policies and provisions of law and regulation.

**SUPERVISION EXERCISED:** Plans, organizes, coordinates, and reviews the work of assigned professional, technical and support personnel on a project basis.

### **ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

In the Department of Administration, to be responsible for the overall project management of mid scale intra-agency and/or inter-agency information technology projects to optimize performance across the project, functionally and technically, including all stages of the project management life cycle including conceptualization and determination of business needs and requirements; assembling and directing the project team(s); vendor selection and management; system design, configuration and development, testing, and implementation; developing the work plan schedule; allocating resources; change control management; and ensuring overall project success.

To plan, monitor, control and deliver project(s) to a close and manage project(s) to an acceptable level of risk by managing scope, time, cost and completion. Align priorities of different teams and in different projects such that deliverables support the department's goals.

To be ultimately responsible for the delivery of the project(s) as defined by the project scope and modified by the project team and approved by the project sponsor(s). Position project reviews with internal customers and vendors and effectively manage their deployment.

To work with customer agencies, departmental technology coordinators, information technology staff, and consultants to clearly understand, define and implement information technology projects. Create a project team environment that enables peak performance of team members.

To identify the project management process required, ensure adherence to project methodology, define problems, conduct needs analysis, develop an initial concept around potential solutions; evaluate existing systems and determine whether new or improved information systems are required.

To work with customers to develop a project plan to define and document project goals and objectives, scope, roles and responsibilities, preliminary effort, cost and schedule estimates, major milestones, and risk management plan.

To make preliminary determinations of user needs within the department and plan, coordinate, direct and supervise the work of staff engaged in systems analysis, programming, technical/network efforts and data programming procedures.

To oversee implementation of a project(s) on daily basis with regards to resources, time, budget and quality and to develop early warning signs or reports to ensure the project does not get “off track”.

To provide leadership to cross functional teams through the duration of the project(s) including driving milestone completion, all phases of the project lifecycle, managing the change process, coordinating actions, and resolving conflicts.

To facilitate communication with project teams, vendors, management, sponsors, and other stakeholders in order to discuss on-going project issues, to resolve problems and to manage expectations; to write periodic progress, project status and problems resolution reports regarding information technology for management review.

To lead effectively all phases of the project(s) and to clearly communicate project status and milestones to all stakeholders.

To ensure that appropriate governance processes and structures are in place: facilitate timely and effective decision making; undertake critical negotiations with entities, internal and external to the project: resolve conflict and motivate the team to get goal commitment.

To manage the identification, assessment, development of mitigation strategies and resolution of issues and conflicts that arise during the course of the project and to exercise professional judgment in escalating major issues and decisions to project sponsors and key stakeholders, as appropriate.

To manage project scope and ensure adherence to the project plan by all project participants.

To schedule project deliverables, milestones, and required tasks.

To develop and/or review PERT charts, Gantt charts and other related project management tools.

To monitor project expenditures and efforts to meet prescribed budget.

To do related work as required.

## **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILL, AND CAPACITIES:** A thorough knowledge of project management principles, methods, and tools; the principles and methods of cost-benefit analysis and the methods and tools (including MS Office suite, Project, Visio) used for risk assessment and risk mitigation; a thorough knowledge of architectural and other methodologies used in the design and development of information systems; a thorough knowledge of the principles and methods for planning or managing the implementation, update, or integration of information systems components; a thorough knowledge of budgeting and planning procedures as they relate to project management activities; a working knowledge of the principles, methods, and procedures for installing, integrating, and optimizing information system components; the ability to manage and communicate a clear vision on all project's objectives and motivate the project team to achieve them; the ability to develop, coordinate, and manage projects and resources including monitoring and inspecting cost, work, and contractor performance; the ability to identify problems, determine accuracy and relevancy of information, and analyze risks, establish contingency plans and identify trigger events and responsibilities for mitigating action and make recommendations; the ability to organize work, set priorities, and determine resource requirements; the ability to prepare clear, sound, accurate, and informative statistical, financial, and other factual reports containing findings, conclusions, and recommendations; the ability to establish and achieve short and long terms goals and strategies; the ability to coordinate with other organizations to accomplish goals, monitor progress, and evaluate outcomes; and related capacities and abilities. Ability to define goals of the project: develop internal commitment; develop trust; understand current and target culture and take explicit steps to transform; build organizational capacity for change; prepare for and deal with resistance

## **EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: possession of a Bachelor's degree with specialization in Information Technology, Computer Science, Business Administration, Mathematics or a closely related field; certification in project management is preferred; and

Experience: Such as may have been gained through: five (5) to ten (10) years of employment in a responsible capacity in the field of managing mid to large scale and technically complex information technology projects involving the initiation, planning, execution, and closure of assigned projects, particularly "fixed price deliverables based" projects, or considerable employment in the public or private sector involving supervisory experience in information management, systems design and programming.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: July 1, 2012